



Instructor: **Phyllis A. Spriggs**, SHPR, SHRM-SCP, is a certified Human Resource professional. Phyllis draws on 30+ years of leadership experience in all aspects of human resources, organizational development, sales, and marketing with nonprofit, small business and corporate organizations. Phyllis has worked in the manufacturing, healthcare, hospitality, and travel industries. She enjoys coaching, advising, developing managers and employees, and creating processes to enhance employee leadership and engagement, develop positive work environments, and make businesses stronger.

Supervisory Academy (Level 1) - ICTC Tahlequah

Who Should Register?

New supervisors and managers | Employees being groomed for leadership positions | Employees preparing for promotion | Project and team Leads

Why Register?

Employees don't quit their jobs, they quit their managers. ICTC's Supervisory Academy prepares you to lead and makes you the manager employees want to work for, engage with, and help drive the company's success.

TUE	Jan 16	ABCs of Supervision
TUE	Jan 30	Communication Strategies
TUE	Feb 13	Stress Management
TUE	Feb 27	Delegating & Coaching/Mentoring
TUE	Mar 13	Problem Solving & Decision Making
TUE	Mar 27	Conflict Resolution
TUE	Apr 10	Human Resources Training for the Non-HR Professional
TUE	Apr 24	Human Resources Training for the Non-HR Professional
TUE	May 8	Building High Performance Teams
TUE	May 22	Leadership Training Wrap Up & Graduation Luncheon

What our customers say...

"Phyllis is a remarkable instructor, and very knowledgeable on the subject matter. Her ability to facilitate group discussion and thought is very helpful throughout the learning process,"

Marie Synar, Muskogee Port Authority.

"This class has given me confidence that I can be a leader and be successful in my supervisor position,"

Madison Lasiter, Refresco.

\$327, materials & graduation lunch included | Jan 16-May 22, 8AM-NOON | TAH Campus

CONTACT TO REGISTER

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BUSINESS & INDUSTRY SERVICES

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SALLISAW CAMPUS: 401 E. Houser Ind., Blvd., Sallisaw 74955

STILWELL CAMPUS: Hwy. 59 N. by Maryetta School, Stilwell 74960

TAHLEQUAH CAMPUS: 240 CareerTech Way, Tahlequah 74464